# Zenzap Onboarding Plan for Three Horseshoes Country Inn & Spa

**zenzap**

# 📌 Step 1 – Preparation & Setup

**Rollout plan:**
- Week 1 → Admin setup
- Week 2 → Manager onboarding
- Week 3 → Full team rollout

**Actions:**
- Stephen to send full employee CSV for bulk pre-assignment.
- Create all department groups in the Three Horseshoes workspace.
- Restrict group creation → Admins only.
- Create a support group: **Zenzap <> Three Horseshoes Support.**

# 📌 Step 2 – Manager Training

**Manager session: Wednesday 10.12, 11 AM (recorded)**

Actions:

- Invite managers via Three Horseshoes workspace (not external).
- Confirm all department groups exist before training.
- Go over the basics of Zenzap(groups, to-dos, working hours, etc...)

# 📌 Step 3 – Team Enrollment

Onboarding method: CSV bulk-invite

**Actions:**

- Zenzap pre-assigns all staff via CSV.
- Managers instruct teams to download Zenzap & log in with assigned email/phone.
- Monitor joins via **Admin → My Team**.
- Roll out per department.

# 📌 Step 4 – Support & Follow-Up

**Actions:**
- After manager training → review adoption & questions.
- After team rollout → collect feedback & check usage.

## ✅ Outcome Targets

- Managers trained and using Zenzap correctly.
- All staff onboarded via CSV with correct workspace assignments.
- Department groups functioning and organized.
- WhatsApp/PlanDay communication fully migrated to Zenzap.
- Stable usage.